

Project Name:	Tax Collector IVR, Customer Payment & Information
	http://www.miamidade.gov/itgovernance/library/business_cases_2005/Business_Case_Finance1_IVR_Payments_and_Info.pdf
Department Name:	Tax Collector
Project Amount:	\$325,000

EVALUATION CRITERIA	RATING (Use drop down boxes)	Comments/Instructions
A. BUSINESS IMPACT		
1. How closely are the project's objectives aligned with County's strategic plan?	4	5= Strong Alignment, 1=No Alignment
2. Is the project an enterprise solution that will be used by more than one agency?	NO	Yes or No
3. To what extent will the project improve internal workflow and productivity and enhance customer service? See tab below for examples on how to rate.	2	5=Major Impact, 1=Minimal Impact
4. How well have projected benefits been identified and quantified? See tab below for examples on how to rate.	1	5=Benefits clearly identified/quantified, 1=Benefits not identified
B. ARCHITECTURAL FIT		
5. To what extent will the project serve to improve the County's underlying technical infrastructure?	4	5=Major Infrastructure Improvement, 1=No Improvement
C. OTHER		
6. Is the project a mandate (i.e., required by legislation or regulation)?	NO	Yes or No
7. Is this project the agency's first or only priority?	YES	Yes or No
8. Is the proposed project the subsequent phase of a project that is currently in progress or has recently been completed?	YES	Yes or No
9. Does the project introduce a new technology that will or can be evaluated for potential use elsewhere in Miami-Dade County (a pilot or "frontier" project)? See tab below for examples on how to rate.	YES	Yes or No

Additional Comments (Optional):
<p>The justification states that it will be 'especially convenient for taxpayers who do not have access to the Internet and it is expected to significantly reduce government costs." This is really a thin justification. If a taxpayer does not have internet access, we expect him to use a touch tone phone (or voice prompts?) to input his checking account number, assuming he has such an account and knows the number. I believe that there is also an electronic routing number needed that the taxpayer must know. I don't know mine, do you? Seems like this will take the taxpayer much more time than writing a check and addressing an envelope. I addition, I like a 'canceller check" to show what I've paid the government, even if that is a electronic facsimile from an on line payment. I don't believe this system will give the taxpayer anything to compensate him for this lack of a receipt. Maybe there is 'focus group' data to show this would be utilized by those who owe taxes and don't use the internet. Such data should be carefully vetted before almost a half a million dollars is committed.</p>